

September 2008

Dear General Motors Customer:

We have learned that the "Change Engine Oil" light in your 2008 model year Saturn VUE may not illuminate when the engine oil requires changing.

Your satisfaction with your VUE is very important to us, so we are announcing a program to correct this condition.

**What We Will Do:** Your Saturn retailer will reprogram the instrument panel cluster to correct this condition. This service will be performed for you at **no charge until September 30, 2009 (expiration date removed, no new letters sent.)**

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your Saturn retailer as soon as possible to schedule an appointment for this update.

Until you can have this service performed on your vehicle, please use one of the following options to determine your vehicle's oil life.

1. Monitor your vehicle's oil life by using the OnStar® Vehicle Diagnostics email. Schedule an engine oil change when 5% or less is indicated.
2. As an OnStar® subscriber, press the "Blue Button" and the OnStar® advisor can inform you of your vehicle's current oil life. Schedule an engine oil change when the oil life is 5% or less.
3. Change the engine oil based upon the mileage criteria below:
  - If your vehicle is used in dusty climates, high humidity, or for towing, change the oil every 3,000 miles (5,000 km).
  - If none of the above conditions apply, change the engine oil every 7,500 miles (12,000 km).

In all cases, the oil must be changed at least once a year.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your retailer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

If you have any questions or need any assistance to better understand related repairs, please contact your retailer.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saturn vehicle provides you many miles of enjoyable driving.

Scott Lawson  
General Director,  
Customer and Relationship Services